DAS Customer Satisfaction Survey Report

A Report from the DAS Customer Relations Committee

Submitted by Ngoc Tran, ICN Marketing Manager

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Executive Summary

Introduction
As of this writing, the Department of Administrative Services (DAS) is in the proposal stage, and has yet to be signed into legislation. Part of the planning for this new endeavor includes assigning customer relations, sales and marketing goals to the Customer Relations Committee.

In late January 2003, Mollie Anderson, the DAS Director Designee, asked for a benchmark to measure customer satisfaction before DAS implementation and after DAS implementation. The benchmark would serve to identify areas of strength and those which needed improvement for each of the four and a half departments to participate in the DAS merger. As one of its priorities, the committee began planning for such a survey February 5, 2003 starting with members of the committee which included employees from the four and a half DAS involved agencies (DGS, ICN, ITD, IDOP, IDRF), as well as non-DAS involved departments (DOT and DHS) to provide feedback.

Past Research
The committee discovered that several customer satisfaction surveys have been and are currently being conducted by the DAS departments, each using different methods, at different times and for different purposes.

DGS has several surveys measuring customer satisfaction in different areas of the department including printing, fleet, purchasing and maintenance. ICN has several ongoing customer satisfaction surveys measuring overall satisfaction with service pricing, quality, ordering processes and ICN's communication with customers. ICN also has surveys measuring specific services such as voice conference bridging and video conferencing needs. ITD recently conducted one-on-one question and answer sessions with employees and customers on overall satisfaction. IDOP has several surveys measuring satisfaction and statistics on the hiring process, and satisfaction of training services. IDRF held several focus groups measuring comments relating to information technology, human resources services, financial management, and facilities management/procurement/printing services. However, no current research exists to measure all four and a half departments consistently in customer service. New research was needed to integrate and benchmark customer service for each department.

Research Planning
In the initial planning stages of the research, the committee considered what method would provide the best solution to gathering a bewildering amount of data quickly – whether printed survey, phone interview, live interview or focus group. The committee determined that an electronic survey that could be printed and routed by department heads would offer the best solution for getting quantifiable data that would also allow open comments to be recorded. A survey approach was also selected because survey data would provide the best method for benchmarking and comparison for future surveys.

Survey Design and Analysis

The committee decided to measure each DAS department separately, and that Ngoc Tran, ICN's Marketing Manager and a committee member with a background in designing and implementing surveys, would submit a draft survey within two weeks. The draft consisted of a six-page quantitative survey designed to answer the research question, "How satisfied are proposed DAS customers with their level of customer service, and quality of select services?" Additionally, the survey measured what ways customers would like to communicate with the proposed DAS – by phone with live representative, by phone with automated menu, by email, etc.?

The first page of the six-page draft contained a closed-ended question to identify the customer as a being from a small, medium or large organization. The survey did not ask for the respondent's name. A closed-ended question followed that listed methods for customers to communicate with DAS and a five-point Likert scale to record their preference.

The rest of the survey was divided into separate pages for each of the four and a half DAS departments. Each page contained closed-ended questions on five services chosen by the department with a five-point Likert scale for the subjects to record their level of satisfaction. Subjects were also able to record any comments they had in blank lines provided after each section.

Sampling and Implementation

The draft was routed to each DAS department to fine tune and verify that the services listed in their sections were the ones the departments wanted measured. After changes were made, the survey was sent to state of Iowa department heads as an electronic Word file by email with instructions to return the survey to the ICN within two weeks. The ICN served as a central point of collection and survey reporting.

Survey Analysis

A spreadsheet was created using Microsoft Excel to record and analyze the data. The surveys were tallied to determine the percent of returned surveys to the total number expected.

Each question was analyzed with the following quantitative methods using built in function in Excel.
   1. An average score was calculated.
   2. A median (middle) score was calculated.
   3. A mode (most frequently occurring value) was calculated.
   4. A standard deviation to determine consistency of the responses was calculated. The standard deviation is used to indicate the amount of confidence given to the data.

Pie and bar charts were created to visually display the data.

Survey Results

The committee received a total of 38 surveys out of an expected 39, resulting in a very impressive 97.4 percent return rate.

The survey results indicate that customers prefer contacting DAS by phone with a live representative, followed closely with email, and then followed by using online services. The least preferred methods of communication are by focus group, followed by survey or comment card, and then by regular mail.

Most respondents (56%) are from medium sized departments having between 71 and 699 employees, followed by small departments with less than 70 employees (26%), and then large departments with 700 or more employees (18%).

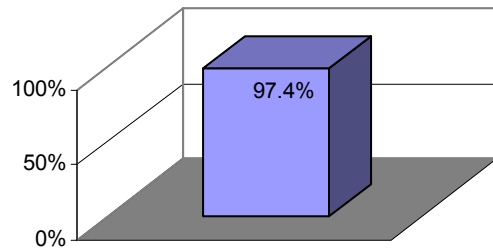Results for the individual departments are represented in the accompanying charts and graphs.

Conclusions

The research discovered that customers were significantly satisfied overall with IDRF customer service and quality of services. Customers were fairly satisfied overall with IDOP and ICN customer service and quality of services. Customers were slightly satisfied overall with DGS, followed by ITD in customer service and quality of services.
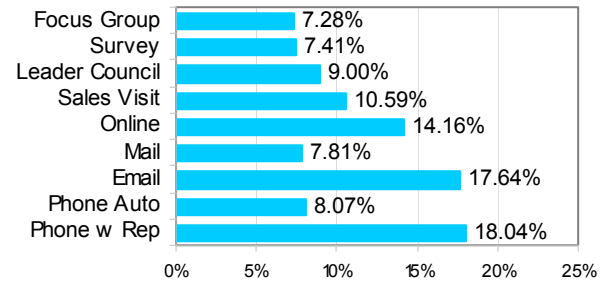
This is the first phase of anticipated continued research, with additional surveys expected after the DAS consolidation. Additional targeted surveys may need to be conducted in each department in an effort to fine-tune the baseline.
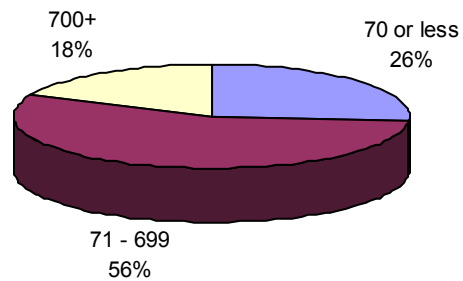
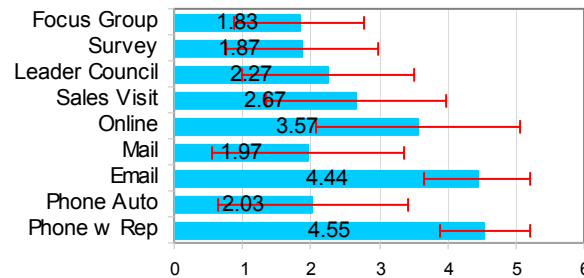# DAS Customer Survey Results
April 2003

Surveys Returned

100%

50%

0%

97.4%

What are the best ways for customers to communicate their needs and service orders to DAS?

Focus Group	7.28%
Survey	7.41%
Leader Council	9.00%
Sales Visit	10.59%
Online	14.16%
Mail	7.81%
Email	17.64%
Phone Auto	8.07%
Phone w Rep	18.04%

0% 5% 10% 15% 20% 25%

How many employees does your organization have?

700+
18%

70 or less
26%

71 - 699
56%

What are the best ways for customers to communicate their needs and service orders to DAS?

Focus Group	1.83
Survey	1.87
Leader Council	2.27
Sales Visit	2.67
Online	3.57
Mail	1.97
Email	4.44
Phone Auto	2.03
Phone w Rep	4.55

0 1 2 3 4 5 6

Overall Average in All Questions Per Department

	DGS	ICN	ITD	IDOP	IDRF
Average	3.36	3.53	3.11	3.72	4.05
Std Dev	1.15	1.08	1.36	1.16	0.93

How satisfied are you with the customer service provided by this dept? (Overall Avg.)

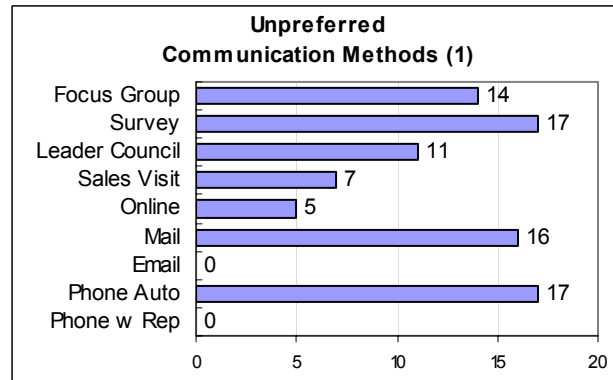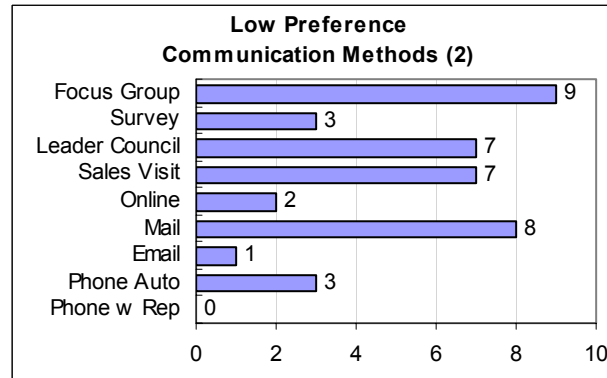|	DGS	ICN	ITD	IDOP	IDRF
Average	3.10	3.61	3.09	3.60	3.90
Std Dev	1.09	1.09	1.39	1.21	0.96

Legend:

Range for standard deviation.

Standard deviation.

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DAS Customer Survey Results
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Highly Preferred Communication Methods (5)

Method	Value
Focus Group	0
Survey	0
Leader Council	2
Sales Visit	4
Online	12
Mail	4
Email	21
Phone Auto	3
Phone w Rep	21

Low Preference Communication Methods (2)

Method	Value
Focus Group	9
Survey	3
Leader Council	7
Sales Visit	7
Online	2
Mail	8
Email	1
Phone Auto	3
Phone w Rep	0

Preferred Communication Methods (4)

Method	Value
Focus Group	2
Survey	3
Leader Council	3
Sales Visit	3
Online	5
Mail	1
Email	11
Phone Auto	2
Phone w Rep	9

Unpreferred Communication Methods (1)

Method	Value
Focus Group	14
Survey	17
Leader Council	11
Sales Visit	7
Online	5
Mail	16
Email	0
Phone Auto	17
Phone w Rep	0

Average Preference Communication Methods (3)

Method	Value
Focus Group	5
Survey	7
Leader Council	7
Sales Visit	9
Online	6
Mail	1
Email	3
Phone Auto	5
Phone w Rep	3

DAS Customer Survey Comments
Customer Relations Committee – April 2003

Please tell us how you would like to communicate if different than the above? Or give us your overall comments on how you would like to communicate.

- Need multiple methods to communicate needs and services.
- Via a menu: by choosing to purchase services rather than being required to use DAS.
- A mechanism to submit comments and concerns in a timely manner could help to identify and address problems and suggestions for improved services - all too often - actions leave employees feeling like second rate citizens instead of a valuable resource - i.e. parking/bldg space. Survey or comment card quarterly.
- Communications needs to be very flexible, focus does not move to getting stuck with the process vs. the results that were desired. (Sic)
- Web based should be set up speech accessible.
- DAS will need to make a lot of changes in order to work. I have a problem with the people that are there now are setting up this DAS, what makes you think this will work when the old leaders will still be there running the show. (Sic)
- Prefer automated request for service system that provides on-line access to status of request. At minimum monthly meetings with DAS liaison to discuss status, issues, and future needs. Prefer an initial meeting with key identified agency personnel to fully discuss services to be provided and frank discussion as to whether all your services are wanted. The meeting should include information about costs for various factors.
- Person to person whether via phone or personal visit.
- Email probably works well for most situations. There are times when face-to-face communication is in order. We hope that regardless of communication form, a focus on customer needs is apparent, along with a desire to meet those needs to the extent possible.
- Communication method needs to match the message - some questions are best answered by a live representative, either by phone or in person. Some things can be best dealt with by a web site. The most important element is to match the medium with the thing being communicated. It is not possible to say that one method is best for all circumstances or messages. Automated phone menus should only be used for structured and routine things like checking bank balances, movie times, or open hours and there should always be a way to talk to a person.
- Interested in communication providing most timely response and involves talking to "real" people.
- We sometimes experience computer problems and outages so we would need alternative ways as listed above to communicate our needs.
- There is no one-size-fits-all best way for customers to communicate their needs… depends on the issue. Sometimes phone is best, sometimes email is best. Customers should be able to communicate the way that best suits them and their need. Clearly, phone, mail, email and web offer the most immediate response while things like sales rep visits and customer council meetings aren't as timely. However, some issues - like broad policy issues - lend themselves to customer council meetings vs. a phone call. Need to be flexible. Automated phone menus are almost always frustrating unless an easy, quick transfer to a human is assured. As a customer agency, we have had little problem communicating our needs using a variety of methods. More problematic for us has been how the agencies that provide these support services, most notably personnel services, communicate with us, the customer. Deciding what things to communicate only through department heads or directly to those other levels or both, or whether to identify an agency liaison or liaisons, or when communication can be informal (verbal) vs. formal (written) are critical decisions that seem now not always to be consistently made. Erratic/inconsistent communication to the customer can lead to information not getting to the right place, information taking too long to get to where it belongs, confusion about who's getting what, etc.
- It would depend on what the need was.

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DGS

Please give us your overall comments on DGS customer service or services.

- I find DGS to be a very good agency in all your six questions.
- Person who does typesetting is very RUDE! We job out those services when possible. Takes forever to get business cards!
- Very good; responsive, but slow.
- Could improve accuracy of delivery in address changes, staff changes. Need to keep vehicles clean and pull them up front for pick-up. Lots not well organized. Most recent news of move does not have a firm plan or time frames - Does not provide increased efficiency or cost savings and appears to be only politically driven. Turn around time - in some instances is extremely poor. Prices are high - sometimes work has been completed twice. Typesetter has been rude - why do business cards take 2 -3 months?
- The friendliness/overall helpful attitude on the front lines is great - and highly appreciated. Couldn't have a better crew in all areas. Communications regarding office moves and repair: This area leaves a lot to be desired due to the fact that there is no communication between agencies, management, the power that be concerning moves and or changes within state buildings and or agencies. Changes are good but people need to be informed and possibly asked their opinions due to the fact that many changes closely affect employees and their work situations. When people are not informed of changes moves the frustration that they endure leads to more frustration "not knowing what's going on". Items to consider: the replacement of the freight elevator in the Lucas Bldg within the first few weeks of its operation, it was non-operational. Quite a few individuals were not even informed that it was up and running. The noise of the freight elevator leaves a lot to be desired - the continuous buzzing that needs to be according to the Code is not only distracting but phone conversations (and face to face ones) in the area are hard to conduct. Hallway doors are continuously locked, broken, unusable. It seems to take forever to get something fixed. Mail center, printing area of Lucas was completely divided in half without consideration to individuals that use and work in area. Other half of room was sealed off with new all and entranceway for group working on special project. The security comes to mind - state employees are told to be on the lookout for people not working in your work area; yet no one has had the courtesy to inform the state employees who use the mail center/printing area what was going on/introduce anyone etc. Regarding office moves/communications, I would rate DGS poor. But as fellow state employees, I'm sure they haven't been informed either. Past months experiencing problems with printing services, especially involving outside vendors. Numerous times the wrong documents provided by DGS to outside printers for reproduction. One case the outside printer followed instructions provided by DGS and printed an entire job incorrectly, although we supplied the original artwork and explicit instructions. More than once, DGS supplied old outdated file material to printer resulting in incorrect documents. Experienced difficulties in billing for outside printing. Recently two payment vouchers received for the same print job with only difference being $6. There was no way of knowing why a second project had been awarded to an outside vendor. Had the dept not double checked the payment vouchers, two payments would have been made for the same project. I clearly appears that DGS printing services with outside vendors has dramatically decreased over past months. Purchase requests often delayed with no reason, bids misquoted, instructions ignored, billing statements confusing. While no complaints with products produced by inhouse printing staff at DGS, it appears its service relating to outside vendors that need careful review, and where appropriate changes to customer service.
- Need to fix HVAC in Hoover building. We have hot/cold spots. Needs to be balanced with high room temperatures on 5th floor. Cleaning needs to be improved. DGS relies too heavily on voice mail and voice mailboxes are often full so we cannot leave a message. Vehicle depreciation accounts have been "scooped" and not available to purchase new vehicles. Result is lower quality vehicles and customer dissatisfaction.

- DHS - design and construction needs to have trained project managers, know construction law, infrastructure committee doesn't have a clue what they are doing. No leadership in this area, leave agency's do there own projects. Very poor. (Sic)
- Printing services - series provided for external printing jobs could be improved. Once an order is placed, no information or communication from printing is ever given to the ordering agency.
- Printing seems to have an issue with getting our agents licenses done on a consistent basis, which would allow our agency to not have to reconfigure each time we receive a product.
- We feel there are often cheaper places to order office supplies and furniture than those vendors who have the state contracts, but often the process for buying from other vendors or from state agencies is too cumbersome.
- Very good.
- We have experienced sub-par project management and untimely responses from representatives of Building and Design and untimely responses and lost documentation from representatives of the printing division.
- Printing services: some problems with turnaround times have been experienced, many times on large orders. We don't know where they're being printed so it's hard to follow up.
- Recently our staff had a very bad experience with a state vehicle. The vehicle had not been serviced (low on gas), the paperwork from the previous person was still in the van, and it stated they thought there was a problem with the brakes. (If DGS had serviced it like they should, they would have seen the comments. Another state employee should not have been assigned the car at that point.) The power steering went out; perhaps that could not have been prevented. In short, this vehicle was not properly maintained before being reassigned. Fortunately, this is not the norm, but warrants mention.
- Employee courtesy is poor. Improvement needed in the processing of hardcopy Pos. (get lost/delayed in local mail) Office space issues assistance is almost non-existent, and at best "poor". Timely responses to questions/concerns do not happen.
- We only use DGS services in two very limited situations - external printing procurement and joint fleet procurement. In both instances, the long-standing processes generally work fine. We have also coordinated with DGS on various fleet, printing and procurement efforts on and ad hoc basis over time and have generally found staff to be courteous and helpful.
- I have used DGS in IT purchasing and contract interpretation.
- We have a DNR employee that is located on the third floor of the Wallace building. He was displaced in November of 2002 due to the reconstruction of the third floor, and his office has yet to be reconstructed. The position is our storekeeper that provides services to the citizens and our employees over the entire state of Iowa. The disarray of his working conditions is unaccepted to us. Being displaced for this length of time greatly affects the services he can provide, and we feel his office should have been rebuilt immediately before the construction on the other side of him began.

DAS Customer Survey Comments
Customer Relations Committee – April 2003

ICN

Please give us your overall comments on ICN customer service or services.

- I find ICN to be a "very good" agency on all six questions.
- Dropped Internet service.
- Anticipates my needs - depends upon the service. Seems to be some confusion on how to get service changes and billings updated.
- Many want printed metro area telephone directories and need to expand agencies' ability to update records (e.g. directory names, etc.). Process for updating US West and McLeod directories is cumbersome. Can ICN coordinate and improve? When I write an order to move lines, I need information from technicians if something is inadvertently overlooked. Processes and procedures should help prevent active lives that go nowhere to avoid waste. (Sic)
- IVR technology has not been refreshed, provides limited functionality, and stability and support does not meet business requirements.
- Reliable service provider; customer service has improved dramatically in past 2 plus years with increased emphasis on communication with customer and working to assist in billing issues. Would urge continuation of emphasis on "learning the customer needs," as agencies need your assistance in developing new ways to serve their customers.
- Voice mail is inconsistent in its ability. This demonstrated in that a user will have checked his or her voice mail at 4:30 prior to leaving for the day and have no mail, yet when they arrive the next morning, voice mail was received at 2:30 the prior day.
- Customer service has generally improved over the last two to three years, especially in billing. We appreciate having an account executive to assist with project and problems. Internet service is more reliable, but still not up to expectations.
- Voice and data services: it seems the more technical requests for service take a long time for the work to begin. Mike Milligan has been great assisting us with any problems. Linda Brewer and Bill (?) have also been helpful and courteous. (Sic)
- Common services are generally provided well, but any need beyond basic service is difficult to accomplish.
- The ICN's employees are courteous and knowledgeable. Like many agencies, they are spread thin, which sometimes leads to slower than expected response times on issues. At times, they are more reactionary to our needs than proactive, but are getting better. Voice LD rates are higher than what is available in the private sector. We have too many Internet outages, although not as many recently. Being on ICN's private network makes establishing new ISDN video connections difficult. It seems like few work with a great deal of troubleshooting and testing.
- Staff at ICN are a joy to work with - very customer oriented! If they do not know the answer to an inquiry, they research until a satisfactory outcome is achieved.

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ITD

Please give us your overall comments on ITD customer service or services.

- Excellent.
- Generally good, one employee in general tends to be rude. Cannot seem to ever get billing corrected - have been trying to update for over a year can't get the site open. Language on billing is not understandable to lay person - cannot verify accuracy of billing to services - Billings seem high - I have no comparison - Are we competitive? Do we provide a cost savings?
- Help desk is excellent!
- Get rid of contractors, some have been there over 15 years, time for state employees.
- Only use TN 3270.
- Comments refer to the Help Desk.
- Customer service/help desk does not get back to people in a timely manner, if at all!! Desktop services are very good and quick with response time. Pace billing is very confusing!
- ITD has for a number of years provided reliable service support in a number of critical areas. These include mainframe, networking and applications services. The department continues to be concerned with the continued downsizing of application development support for critical enterprise-wide applications. It is strongly recommended that ITD give consideration to enhancing the resources provided to support these application services. The dept continues to be anxious to work with ITD in enhancing its utilization of services such as hosting and email, however there remains two outstanding issues. First is to insure that ITD can meet the service needs of the agency within a reasonable time. Second is to insure that the service fees do no adversely affect the agency operating budget when current operating costs and service offerings are taken into account. ITD efforts to provide enhance customer services in recent service offering are worth noting and encouraged. In addition, recent efforts at expanded communication and inclusion of agencies in planning have been appreciated and are encouraged.
- ITD has been providing network administration support for our agency recently. We utilize TN3270 connectivity to mainframe and find that the process to add/delete users is cumbersome and inaccurate, requiring multiple contacts with ITD employees to resolve the issue.
- I look forward to ITD taking over our networking and desktop duties.
- Billing is timely; however, it's very difficult to understand what we are being billed for.
- Mainframe billing is difficult to read and decipher. It is difficult to determine what charges are for what services. It can be difficult to rate "services" when you don't know exactly what services are offered. ITD has never done a good job of informing us of the various services they offer. Also, it's very disappointing when they take services away with little or no notice (the web stats for example).
- Some aspects of service have improved in recent months. Still need to listen more to customers and better understand needs.
- We consume very few services from ITD because of a long-standing commitment by DOT to staff these services with positions from the operational Divisions they support. We do, however, use the free web hosting service and some incidental technical service. The free web hosting service is undersized for the demand. It also does not allow for the use of Front page to assist the users in managing their site. Rudimentary tools such as hit statistics have been difficult to implement.
- ITD's security staff are customer oriented and provide timely, quality support -- excellent job! Too much time is required in completing surveys that do not add value to customer service!
- Lisa Lovejoy = good quality of service, timely delivery.
- Billings are hard to read and when I have called the contact person, they can't explain the charges. Items billed need to be in simple to read format w/o all the "computer techie" language.

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IDOP

Please give us your overall comments on IDOP customer service or services.

- I find IDOP to be a "very good" agency in all six questions.
- Too bureaucratic and rigid.
- Computer classes are lacking - instead of one or two day classes - we need some real training - something to truly teach a person how to use the software and enable them to excel at their jobs.
- Would like to talk directly with a person and not phone mail. Approval of PDs - slow for needs. Excellent flexibility - quickly add/delete employees according to workload.
- With the exception of Chris P, IDOP does not provide timely response.
- Overall very good service. It's some of the details that fall short around labor relations that stand out as issues.
- Very poor on delivery of services, take forever to get cert lists etc. from (IDOP). (Sic)
- Previous Personnel Officers were excellent. Current one must take everything to Labor Relations or her supervisor. Considering her length of service, she should be able to respond to issues herself. This causes untimeliness and delays.
- We are very fortunate to work with Jean Mallory in processing, and our current Personnel officer, Vickie Anderson. Both are outstanding and very knowledgeable. However, we would like to note that the knowledge and consistency of Personnel Officers vary greatly.
- In the past four years that I have dealt closely with IDOP, there have been numerous turnovers in personnel, which make it difficult to maintain consistency. I feel most of the services are good to very good, but there are many services that are now being performed by agencies that were previously done by IDOP. Connie Hellmann has been a real asset to this department. She keeps me informed about issues. I feel we are a real team, and I enjoy working with her.
- Generally, we are very satisfied with IDOP service. Their staff reductions have mostly impacted our satisfaction in the benefit support area. Process changes seem to occur without warning and without regard to what is involved for the agency human resource staff. Some inquiries are only met with phone mail and take 2-3 messages over as many weeks before an answer is obtained. We lack confidence in responses concerning FMLA and class/pay questions. Investment Club changes are never made in time for early updates so proofing is not possible. Lately the system has created Deferred Compensation P-1s without authorization.
- The currently training coordinator is an asset to the program. For benefit, hiring and payroll assistance, it has proven to be quicker to contact respective IDOP divisions rather than utilizing our personnel officer. In general, the personnel officers appear to have a very demanding agency load, which may contribute to the difficulty in making contact with them.
- Excellent - sometimes unable to provide services because it isn't available - not because they don't try.
- In general, IDOP is understaffed which negatively affects their timeliness and responsiveness. Staff are generally courteous and knowledgeable, however. The knowledge, timeliness, responsiveness, etc. of POs varies, so we depicted an average rating. We have experienced a lack of consistency among POs, in terms of work methods, knowledge and advice, which can lead to some confusion and frustration.

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IDRF

Please give us your overall comments on *DRF Accounting Bureau* customer service or services.

- I find DRF to be a "very good" agency in all six questions.
- Outstanding.
- Always satisfied - I would like to get preaudit eval more timely - but its understandable with budget and staff limitations.
- Very cooperative, knowledgeable, helpful. I enjoy working with DRF.
- Customer service by accounting bureau depends on who you talk with. Some individuals are great; others won't even return a phone call.
- I am not sure if this is the bureau that handles this issue, however we are receiving our deposits that are handled by DRF almost a month after it has been processed by DRF, this time frame makes it difficult to handle requests timely by this agency.
- We feel the post audit process is ineffective, not performed timely, and the sample size is too small.

Research Statistical Terms

About the Average
1. An average adds up all the values in a set of data and then divides that sum by the number of values in the dataset.
2. For the most part, an average is useful because people have an understanding of the term from everyday language to mean the middle value.
3. However, an average is not *statistically* the middle value. That is, technically, the average may not always be the "middle value" as most people use the term, especially when an extreme value eschews the data set.
4. In rare instances, the average may not be useful if there is the possibility of extreme scores i.e. there are scores that are way off the chart and would "wreck" the (distribution) curve.

About the Median
1. A median is *statistically* the middle value.
2. It's computed differently than the average: half the scores are equal to or larger than the median, and half the scores are equal to or smaller than the median.
3. A median can be more useful than an average if there is the possibility of extreme scores i.e. there are scores that are way off the chart and would "wreck" the curve.

About Standard Deviation
1. The standard deviation is a measure of spread for a value – that value being the average.
2. The standard deviation can be seen as measuring the "average of the average."
3. In other words, where the average is one value, the standard deviation plots the high end of the average, and the low end of the average.
4. A low standard deviation is desirable, and provides more valid data.

How satisfied are you with the customer service provided by this dept? (Overall Avg.)

DGS: 3.10, 1.09
ICN: 3.61, 1.09
ITD: 3.09, 1.39
IDOP: 3.60, 1.21
IDRF: 3.90, 0.96

The standard deviation of 0.96 taken from the average 3.9 yields the high end of 4.87.

The standard deviation of 0.96 taken from the average 3.9 yields the low end of 2.94.

Legend: ⊥ Range for standard deviation.
▮ Standard deviation.
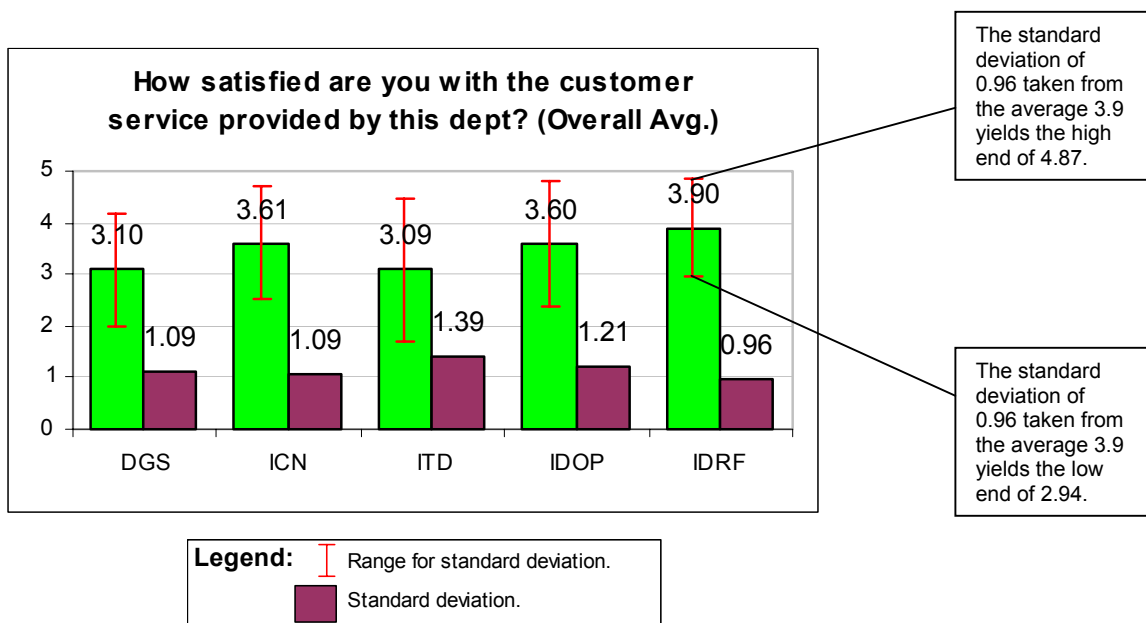
Proposed DAS (Department of Administrative Services)
Customer Satisfaction Survey

Purpose of This Survey
This customer survey examines how state agencies undergoing DAS (Department of Administrative Services) planning can meet customers' needs. The information will be used to plan the proposed DAS department, and serve as a benchmark to measure future progress.

You have been selected to participate in this survey, because you are a customer to one or more of the proposed DAS agencies. And most importantly, your comments count!

Please select the choice that fits your experience by marking an "x" in the space provided. If an area is not applicable, check the "NA" box and skip to the next section. Please also write your comments on the blank lines provided after each section. Attach a separate letter if you need additional space for comments.

You may wish to distribute this survey within your organization, so individuals may fill out portions that pertain to them.

When you are finished with the survey, mail by *April 4, 2003* to: *Marketing Manager, ICN, PO Box 587, Johnston, Iowa 50131*. Thank you for your participation.

If you have questions about this survey, please call Ngoc Tran at (515) 725-4609.

About Yourself
How many employees does your organization have?
☐ 70 or less   ☐ Between 71 – 699   ☐ 700 or more

About Doing Business With DAS
What are the best ways for customers to communicate their needs and service orders to the proposed Department of Administrative Services (DAS)?

a. By phone with a live representative...............Preferred __ __ __ __ __ Not Preferred
b. By phone with automated menus...................Preferred __ __ __ __ __ Not Preferred
c. By email..Preferred __ __ __ __ __ Not Preferred
d. By mail. ....Preferred __ __ __ __ __ Not Preferred
e. Online – Web based. ....Preferred __ __ __ __ __ Not Preferred
f. By personal sales visit. ....Preferred __ __ __ __ __ Not Preferred
g. By a formal customer leadership council. .....Preferred __ __ __ __ __ Not Preferred
h. By survey or comment card..........................Preferred __ __ __ __ __ Not Preferred
i. By focus group. ....Preferred __ __ __ __ __ Not Preferred

Please tell us how you would like to communicate if different than the above? Or give us your overall comments on how you would like to communicate.

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Proposed DAS (Department of Administrative Services)
Customer Satisfaction Survey

Department of General Services (DGS)

DGS is a state agency acting as a business agent to meet infrastructure and administrative needs to state government.

If you don't use or if you're not familiar with DGS services, please check the box to the right and skip this section. ☐ **NOT APPLICABLE**

1) How satisfied are you with the customer service provided by DGS?
   a. Courteous employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Knowledgeable employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Provides timely response.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Anticipates my needs.   Excellent __ __ __ __ __ Poor   ☐ NA

2) How satisfied are you with DGS provided move management services?
   a. Ordering process.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Project Management.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Timeliness.   Excellent __ __ __ __ __ Poor   ☐ NA

3) How satisfied are you with DGS provided building maintenance services?
   a. Ordering process.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Quality of work.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Timeliness.   Excellent __ __ __ __ __ Poor   ☐ NA

4) How satisfied are you with DGS provided printing services?
   a. Ordering process.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Quality of product.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Billing.   Excellent __ __ __ __ __ Poor   ☐ NA

5) How satisfied are you with DGS provided mail services?
   a. Timeliness of outgoing mail.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Distribution of incoming mail.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Quality of letter shop services*.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Timeliness of letter shop services*. Excellent __ __ __ __ __ Poor   ☐ NA

*Letter shop services are folding, inserting, and metering large outgoing mail streams.

6) How satisfied are you with DGS provided fleet services?
   a. Ordering process.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Quality of vehicles.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Maintenance.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   e. Billing.   Excellent __ __ __ __ __ Poor   ☐ NA

Please give us your overall comments on DGS customer service or services.

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Proposed DAS (Department of Administrative Services)
Customer Satisfaction Survey

Iowa Communications Network (ICN)
The ICN is a state agency providing telecommunications services to authorized users.

If you don't use or if you're not familiar with ICN services, please check the box to the right and skip this section. ☐ **NOT APPLICABLE**

1) How satisfied are you with the customer service provided by ICN?
   a. Courteous employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Knowledgeable employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Provides timely response.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Anticipates my needs.   Excellent __ __ __ __ __ Poor   ☐ NA

2) How satisfied are you with ICN provided voice services?
   a. Ordering process.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Quality of service.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Billing.   Excellent __ __ __ __ __ Poor   ☐ NA

3) How satisfied are you with ICN provided data services?
   a. Ordering process.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Quality of service.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Billing.   Excellent __ __ __ __ __ Poor   ☐ NA

4) How satisfied are you with ICN provided Internet services?
   a. Ordering process.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Quality of service.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Billing.   Excellent __ __ __ __ __ Poor   ☐ NA

5) How satisfied are you with ICN provided full motion video services?
   a. Ordering process.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Quality of service.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Billing.   Excellent __ __ __ __ __ Poor   ☐ NA

6) How satisfied are you with ICN provided ISDN / IP video* services?
   a. Ordering process.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Quality of service.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Billing.   Excellent __ __ __ __ __ Poor   ☐ NA
*ISDN / IP video services are also known as H.320 / H.323 video.

Please give us your overall comments on ICN customer service or services.

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Proposed DAS (Department of Administrative Services)
Customer Satisfaction Survey

Iowa Technology Department (ITD)
The ITD is a state agency providing information technology services to other state agencies.

If you don't use or if you're not familiar with ITD services, please check the box to the right and skip this section. ☐ **NOT APPLICABLE**

1) How satisfied are you with the customer service provided by ITD?
   a. Courteous employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Knowledgeable employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Provides timely response.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Anticipates my needs.   Excellent __ __ __ __ __ Poor   ☐ NA

2) How satisfied are you with ITD provided application development services?
   a. Quality of services.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timely delivery.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Competitive pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Accurate and timely billing.   Excellent __ __ __ __ __ Poor   ☐ NA

3) How satisfied are you with ITD provided mainframe services?
   a. Quality of services.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timely delivery.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Competitive pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Accurate and timely billing.   Excellent __ __ __ __ __ Poor   ☐ NA

4) How satisfied are you with ITD provided hosting services?
   a. Quality of services.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timely delivery.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Competitive pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Accurate and timely billing.   Excellent __ __ __ __ __ Poor   ☐ NA

5) How satisfied are you with ITD provided networking services?
   a. Quality of services.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timely delivery.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Competitive pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Accurate and timely billing.   Excellent __ __ __ __ __ Poor   ☐ NA

6) How satisfied are you with ITD provided desktop services?
   a. Quality of services.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timely delivery.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Competitive pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Accurate and timely billing.   Excellent __ __ __ __ __ Poor   ☐ NA

Please give us your overall comments on ITD customer service or services.

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Proposed DAS (Department of Administrative Services)
Customer Satisfaction Survey

Department of Personnel (IDOP)
The IDOP is a state agency providing a full range of human resource services to Executive Branch agencies in Iowa State Government and application services to applicants for state jobs.

If you don't use or if you're not familiar with IDOP services, please check the box to the right and skip this section. ☐ **NOT APPLICABLE**

1) How satisfied are you with the customer service provided by IDOP?
   a. Courteous employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Knowledgeable employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Provides timely response.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Anticipates my needs.   Excellent __ __ __ __ __ Poor   ☐ NA

2) How satisfied are you with IDOP provided employment services?
   a. Courtesy.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timeliness.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Responsiveness.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Ability to meet your need.   Excellent __ __ __ __ __ Poor   ☐ NA

3) How satisfied are you with IDOP provided labor relations services?
   a. Courtesy.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timeliness.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Responsiveness.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Ability to meet your need.   Excellent __ __ __ __ __ Poor   ☐ NA

4) How satisfied are you with IDOP provided employee development training services?
   a. Ability to meet your need.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Quality of training.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Pricing.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Billing.   Excellent __ __ __ __ __ Poor   ☐ NA

5) How satisfied are you with IDOP provided personnel officer services?
   a. Timeliness.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Responsiveness.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Ability to meet your need.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Availability of personnel officer.   Excellent __ __ __ __ __ Poor   ☐ NA

6) How satisfied are you with IDOP provided employee benefit services?
   a. Courtesy.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timeliness.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Responsiveness.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Ability to meet your need.   Excellent __ __ __ __ __ Poor   ☐ NA

Please give us your overall comments on IDOP customer service or services.

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Proposed DAS (Department of Administrative Services) Customer Satisfaction Survey

Department of Revenue and Finance (DRF) Accounting Bureau
The *DRF Accounting Bureau* is part of the DRF Financial Management division providing accounting and payroll services to state agencies and the people of Iowa.

If you don't use or if you're not familiar with *DRF Accounting Bureau* services, please check the box to the right and skip this section. ☐ **NOT APPLICABLE**

1) How satisfied are you with the customer service provided by *DRF Accounting Bureau*?
   a. Courteous employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Knowledgeable employees.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Provides timely response.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Anticipates my needs.   Excellent __ __ __ __ __ Poor   ☐ NA

2) How satisfied are you with *DRF Accounting Bureau* centralized payroll services?
   a. Accuracy.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timeliness.   Excellent __ __ __ __ __ Poor   ☐ NA

3) How satisfied are you with DRF Accounting Bureau provided daily processing services, which establishes payment documentation policies related to claims against the State?
   a. Accuracy.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Timeliness.   Excellent __ __ __ __ __ Poor   ☐ NA

4) How satisfied are you with *DRF Accounting Bureau* provided Comprehensive Annual Financial Report (CAFR) services?
   a. Overall satisfaction.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Communication on procedures.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Communication on policy changes.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Communication on requirements.   Excellent __ __ __ __ __ Poor   ☐ NA

5) How satisfied are you with *DRF Accounting Bureau* provided Income Offset Program services?
   a. Overall satisfaction.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Communication on procedures.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Communication on policy changes.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Communication on requirements.   Excellent __ __ __ __ __ Poor   ☐ NA

6) How satisfied are you with *DRF Accounting Bureau* Cash Management Improvement Act services?
   a. Overall satisfaction.   Excellent __ __ __ __ __ Poor   ☐ NA
   b. Communication on procedures.   Excellent __ __ __ __ __ Poor   ☐ NA
   c. Communication on policy changes.   Excellent __ __ __ __ __ Poor   ☐ NA
   d. Communication on requirements.   Excellent __ __ __ __ __ Poor   ☐ NA

Please give us your overall comments on *DRF Accounting Bureau* customer service or services.

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